



Social Service Office

Location: 5525 Raby Road Norfolk, VA 23502

Office Hours: 9AM-3:30PM Monday – Friday

Program Hotline: 757-965-9012

Service Area: Norfolk, Virginia Beach and Chesapeake (*except 23321/23323*)

Food Pantry

- Open 1:00PM – 3:30PM Monday - Friday
- USDA Distributor
- Picture ID and proof of address required for *non-USDA* goods
- Fresh breads, sweets, meats and produce Mon-Weds & Friday in limited quantities
- Call 757-965-9012 (Option 2) for information about monthly closures/hour adjustments

Heating/Cooling Utility Programs (Energyshare)

- Primarily for delinquent Dominion Energy and Virginia Natural Gas (VNG) bills although other heating costs may be considered on a case-by-case basis.
- Heating Season (October – May)- \$600 assistance cap / Cooling Season (June - September)- \$300 assistance cap. Households can apply once each season (limited exceptions for seniors 60+).
- Eligible Costs- Disconnect Notice, Past Due (balance forward must include 2+ months delinquency), payment plan (down payment or installment) and budget plans/budget removal notices. Seniors 60+ eligible for help with current month billing.
- If already disconnected, potential applicants are required to copay costs exceeding the EnergyShare assistance cap prior to applying
- Households must be low income and/or experiencing a provable crisis to qualify
- Call the Housing Resource Center (757-227-5932) for referral. You can also call the Salvation Army at 757-965-9012 (Option 1) for a recording that provides additional program information.

Rental Assistance Programs

- Program can pay up to 1 full month of delinquent or first month rent costs (no fees/deposits)
- Applicants must have either a pay-or-quit (delinquent rent) OR a move-in letter (1st month rent) for the current month
- Temporarily able to cover up to one-month's additional delinquent rent/limited fees OR deposit for 1st-month rent cases. Client must copay anything beyond this prior to applying
- Call the Housing Resource Center (757-227-5932) for referral. You can also call the Salvation Army at 757-965-9012 (Option 4) for a recording that provides additional program information.

Water Utility Program (H2O)

- Payments made to Norfolk, Virginia Beach and Chesapeake City water utilities only
- Eligible costs include delinquent/disconnect costs, reconnect costs and payment plan costs
- \$500 assistance cap toward eligible costs
- Households can apply once every 365 days
- Households must be low income and/or experiencing a provable crisis to qualify
- Call the Housing Resource Center (757-227-5932) for referral. You can also call the Salvation Army at 757-965-9012 (Option 3) for a recording that provides additional program information.